

# IBMhq Test Case Execution Report

**Test Case Name:**Send Response - 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-03 15-45-31

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
16	15	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

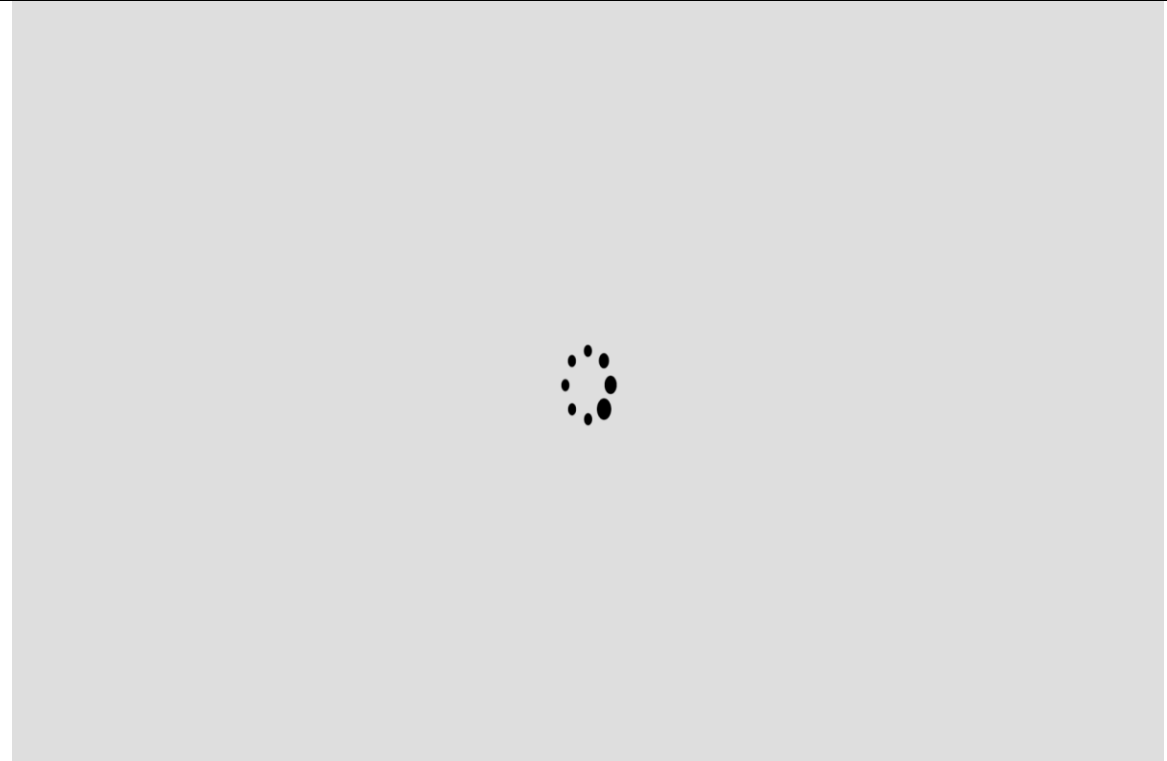
Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click Login Button
Expected Result: Click Login Button
Actual Result: The Element: LoginButton is clicked
Status: Pass


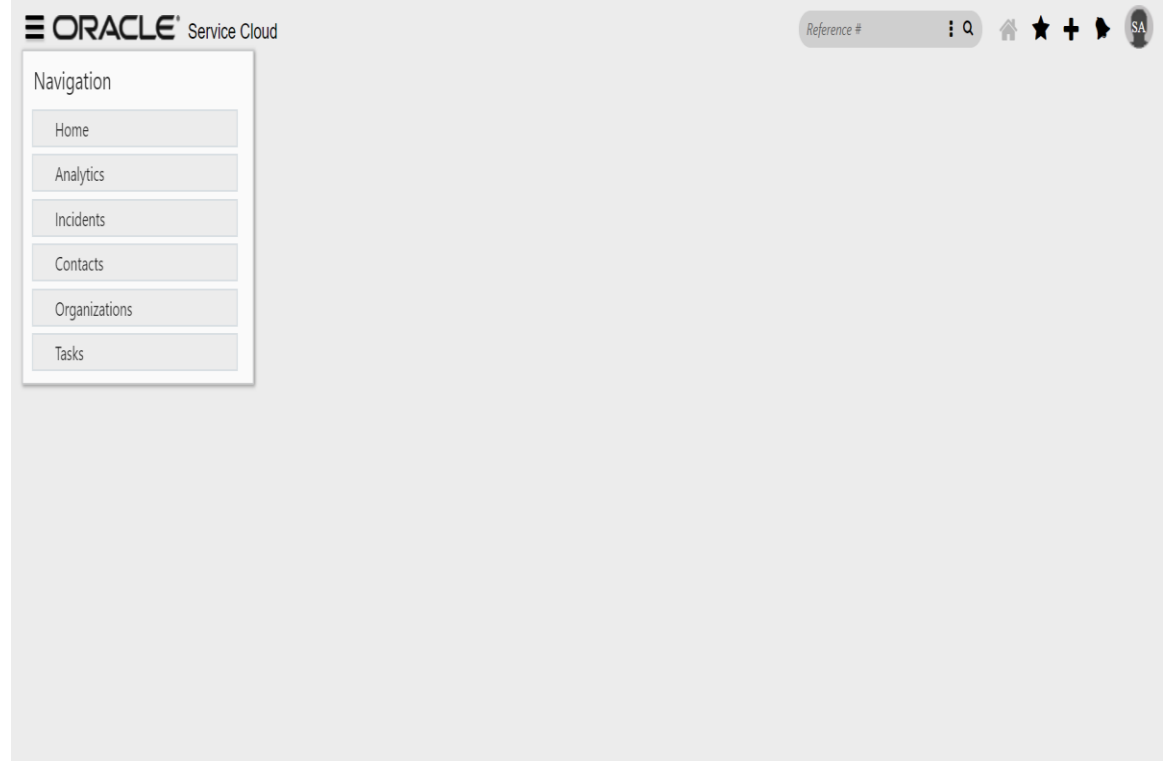
Step No:4

Step Description: Click on Navigation Menu

Expected Result: Click on Navigation Menu

Actual Result: The Element: ClickIncidentsMenu is clicked

Status: Pass



Step No:5

Step Description: Click on Incidents

Expected Result: Click on Incidents

Actual Result: The Element: IncidentsMain is clicked

Status: Pass



Step No:6

Step Description: Click on Search

Expected Result: Search the incident

Actual Result: The Element: ClickSearch is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud 'Incidents' search page. At the top, the Oracle logo and 'Service Cloud' text are visible on the left, and a 'Reference #' field with a search icon, a home icon, a star icon, a plus icon, and a user profile icon labeled 'SA' are on the right. Below the header, the 'Incidents' section is active, indicated by a blue underline. The main search area is titled 'Search' and contains several filter fields: 'Assigned Account' (dropdown menu with 'All' selected), 'Status' (dropdown menu with 'Open' selected), 'Queue' (dropdown menu with 'All' selected), 'Product Hierarchy' (dropdown menu with 'All' selected), and 'Category Hierarchy' (dropdown menu with 'All' selected). Below these are three text input fields for 'All Email Addresses', 'Summary/Thread', and 'Last Name'. A 'Limit and Order' section includes a 'Limit to' dropdown set to '1', a '\* rows' label, a 'Per Page' checkbox, and an 'Order By' dropdown set to 'Weight-Desc Date Last Updated-Desc'. At the bottom, a message states 'Please provide filter values and press the Search button to run the report.' followed by a 'Search' button and a 'Settings' dropdown menu.

ORACLE Service Cloud

Reference #

Incidents

Search

Assigned Account: All

Status: Open

Queue: All

Product Hierarchy: All

Category Hierarchy: All

All Email Addresses

Summary/Thread

Last Name

Limit and Order

Limit to: 1 \* rows Per Page

Order By: Weight-Desc Date Last Updated-Desc

Please provide filter values and press the Search button to run the report.

Search Settings

Step No:7

Step Description: Double click and open the first Record

Expected Result: First Record to be opened

Actual Result: null

Status: Fail

The screenshot shows the Oracle Service Cloud interface for searching incidents. The header includes the Oracle logo, 'Service Cloud', a 'Reference #' field, and navigation icons. The main section is titled 'Incidents' and contains a search bar. Below the search bar, there are filters for 'Assigned Account' (set to 'All'), 'Status' (set to 'Open'), 'Queue' (set to 'All'), 'Product Hierarchy' (set to 'All'), and 'Category Hierarchy' (set to 'All'). There are also input fields for 'All Email Addresses', 'Summary/Thread', and 'Last Name'. The 'Limit and Order' section shows 'Limit to 1' and 'Per Page' checked. The 'Order By' dropdown is set to 'Weight-Desc Date Last Updated-Desc'. A message at the bottom says 'Please provide filter values and press the Search button to run the report.' with a 'Search' button and a 'Settings' dropdown.

ORACLE Service Cloud

Reference #

Incidents

Search

Assigned Account: All

Status: Open

Queue: All

Product Hierarchy: All

Category Hierarchy: All

All Email Addresses

Summary/Thread

Last Name

Limit and Order

Limit to 1

\* rows Per Page

Order By: Weight-Desc Date Last Updated-Desc

Please provide filter values and press the Search button to run the report.

Search Settings

